

# CMSC243: Systems Analysis and Design

## Assignment 2: Fact-Finding

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*Task 1: SWOT analysis for Family Health Care.*

<b>S</b> <b>TRENGTHS</b> <ul style="list-style-type: none"><li>• Family Health Care already has web site with patient login</li><li>• They have several systems in place to handle most medical practice functions</li><li>• They have doctors in several different specialties</li></ul>	<b>W</b> <b>eaknesses</b> <ul style="list-style-type: none"><li>• No security on website</li><li>• No IT department, just a web master</li><li>• Currently using a manual system for patient intake</li></ul>
<b>O</b> <b>pportunities</b> <ul style="list-style-type: none"><li>• Use tablets or kiosk type device to let patients enter information</li><li>• Creating a secure website would expand services, such as letting patients check test results</li><li>• Improve productivity and job satisfaction with system to meet receptionist needs</li></ul>	<b>T</b> <b>hreats</b> <ul style="list-style-type: none"><li>• Creating a patient portal on Internet creates security concerns</li><li>• Employment in healthcare occupations is projected to grow 15 percent from 2019 to 2029, making it harder to keep and attract nurses</li><li>• Increase in Tele-Health services</li><li>• Government regulations change, creating challenges to comply.</li></ul>

*Task 2: Fact-finding techniques to consider during the preliminary investigation for Family Health Care.*

There is not a problem with the current manual system, they would like to expedite the patient intake to allow patients to fill out the forms on a table or other device instead of on paper. Some patients may prefer to fill out paper forms, which would still work. That is the full scope of the project currently. It interfaces with existing system, but does not change them. They would like to make the forms available on the internet in the future. At that time, security of the system will be a concern.

The first step would be to observe the current system. We would like to see copies of all forms, and examples of filled out forms. (The names can be removed to protect patient privacy). We would also like to talk to the receptionists, nurses, and any other staff who use the system.